

PART II	DEPARTMENT OF PERSONNEL SERVICES	1.011
	STATE OF HAWAII	1.012
.		1.013
		1.014

Minimum Qualification Specifications
for the Classes:

CLERICAL SUPERVISOR I, II, III & IV

Experience Requirement:

Except for the substitutions provided for in this specification, applicants must have had work experience of the kind and quality described below and in the amounts shown in the following table:

Class Title	General Clerical Experience (years)	Supervisory Experience (years)
Clerical Supervisor I	2-1/2	*
Clerical Supervisor II	3-1/2	*
Clerical Supervisor III	4-1/2	*
Clerical Supervisor IV	4-1/2	1

General Clerical Experience: Responsible typing, stenographic, substantive clerical work, or any combination of these experiences which duties demonstrated knowledge of English grammar, spelling, arithmetic, common office appliances and equipment; and the ability to read and understand oral and written instructions, carry out procedures in clerical work systems, speak and write simply and directly, observe differences in copy and proofread words and numbers quickly and accurately, and operate various kinds of office equipment.

Non-qualifying Experience: Experience limited to the performance of simple and repetitious clerical work which primarily involved a short cycle of tasks and manual dexterity shall not be considered qualifying. Examples of such non-qualifying work include but is not limited to such tasks as wrapping and unwrapping articles; opening envelopes, folders, and similar containers; affixing tags and labels; rearranging or tidying up office desks and equipment; delivering, distributing, or collecting correspondence or parcels.

Supervisory Experience: Supervisory work experience which included: (1) planning and directing the work of others; (2) assigning and reviewing their work; (3) advising them on difficult problem areas; (4) timing and scheduling their work; and (5) training and developing new employees.

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*Applicants for Clerical Supervisor I, II and III levels must demonstrate possession of Supervisory Aptitude. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects; by serving as a group or team leader, or in similar work in which opportunities for demonstrating supervisory capabilities exist; by completion of training courses in supervision accompanied by application of supervisory skills in work assignments; or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

Substitution of Education for General Clerical Experience:

1. Graduation from high school with courses in basic English and arithmetic may be substituted for six (6) months of experience.
2. Successful completion of a substantially full-time equivalent clerical or stenographic curriculum leading to a degree or diploma at an accredited community college, or at a business or technical school which included courses in basic English, arithmetic, general clerical procedures, and office machines may be substituted for a maximum of one (1) year of experience provided the duration of the training was for a year or more.
3. Successful completion of a substantially full-time equivalent clerical or stenographic curriculum leading to a degree, diploma or a certificate of achievement at an accredited community college, business or technical school which was for a period of less than one (1) year will be substituted for experience on a month-for-month basis provided the training included courses in basic English, arithmetic, general clerical procedures, and office machines.
4. Partial Completion of Clerical Training
 - a. Completion of half a school year of substantially full-time clerical curriculum at an accredited community college, or business and/or technical school which included courses in basic English, arithmetic,

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general clerical procedures and office machines, may be substituted for six (6) months of experience.

- b. Completion of one (1) school year (of a program of more than 1 year in length) of substantially full-time clerical curriculum at an accredited community college, or business and/or technical school which included courses in basic English, arithmetic, general clerical procedures and office machines, may be substituted for one (1) year of experience.
5. Education in an accredited university in a baccalaureate program with courses in English composition and college mathematics may be substituted for experience on the basis of 15 semester hours for six (6) months of experience, up to a maximum of two (2) years.

Quality of Experience and Training:

The number of years of experience required for any grade level represents the minimum amount of time necessary to qualify for the appropriate position, but length of time is not in itself qualifying. The applicant's work experience must also have been of a quality and scope sufficient to enable him to perform satisfactorily assignments typical of the grade level for which he is being considered.

Selective Certification:

Certain positions may require that certification and selection be restricted to eligibles who possess the pertinent specialized experience, knowledge or skill required to perform the duties of the position. For example, some positions may require the ability to type at the rate of 40 words per minute or type and take and transcribe dictation at the rates of 40 and 80 words per minute, respectively. For these positions, certification may be restricted to applicants who possess such typing and/or dictation skills. In requesting selective certification, the department must show the connection between the kind of training, experience or skill on which they wish to base selective certification and the duties and responsibilities of the position to be filled.

Tests:

All applicants must qualify on an appropriate examination for the class. For non-competitive actions, the examination may be waived except for the cases where additional skills such as typing and/or taking and transcribing dictation at a particular rate of speed is required. In such cases, the applicants must qualify on an appropriate test for these skills.

Physical Requirements:

Standard 3g. Applicants must be physically able to perform efficiently the duties of the position, which are described elsewhere in this specification. Good distant vision in one eye and ability to read without strain printed material the size of typewritten characters are required, glasses permitted. Ability to hear the conversational voice, with or without a hearing aid, is required. In most instances, an amputation of arm, hand, leg or foot will not disqualify an applicant for appointment, although it may be necessary that this condition be compensated by use of satisfactory prosthesis. Any physical condition which would cause the applicant to be a hazard to himself or others will disqualify for appointment. In addition, applicants must possess emotional and mental stability.

A person with a handicap will be considered upon demonstration of ability to perform the required tasks or have the ability or means to compensate for his handicap sufficiently to perform the job.

This is the first minimum qualification specification for the classes CLERICAL SUPERVISOR I, II, III and IV.

DATE APPROVED: 3/31/75

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Director of Personnel Services